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**ORIGINAL****ARIZONA CORPORATION COMMISSION****UTILITY COMPLAINT FORM****Investigator:** Deb Reagan**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No. 2009 81847****Date:** 9/16/2009**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:** LaNorma and John Raaum**Account Name:** LaNorma and John Raaum**Home:** [REDACTED]**Street:** [REDACTED]**Work:** Arizona Corporation Commission**City:** San Manuel**CBR:** DOCKETED**State:** AZ **Zip:** 85631**is:**

SEP 16 2009

**Utility Company:** Coronado Utilities, Inc.**Division:** Sewer-water**Contact Name:** Jason Williamson**Contact Phone:** [REDACTED]**Nature of Complaint:**

\*\*\*\*\* SW-04305A-09-0291 \*\*\*\*\*

Customer sent the following -

Coronado Utilities has already raised our sewer rates three times in the last two years, and we pay more in San Manuel than anyone else around the area, including Tucson. Now they want another increase! Most people in San Manuel already have a hard time paying the sewer rates. Some have to choose between groceries and sewer payment once a month. This increase request is ridiculous! We have had many meetings on these current rates, with no recourse or listening ear. We need help! If this raise is given to Coronado, people here will vote out the current commission member! Also, one person household pay the same amount as 6 person households. This is ridiculous also!

Please do not grant this request!!

Thank you.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 9/16/2009**Opinion No. 2009 - 81847**

RECEIVED  
2009 SEP 18 P 2018  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

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SW-04305A-09-0291

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      81846

**Date:** 9/16/2009

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 **James**      **Ulery**

**Account Name:**      James Ulery

**Home:** [REDACTED]

**Street:**      [REDACTED]

**Work:**

**City:**      Mammoth

**CBR:**

**State:**      AZ      **Zip:** 85618

**is:**

**Utility Company:**      **Coronado Utilities, Inc.**

**Division:**      Sewer-water

**Contact Name:**      Jason Williamson

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* SW-04305A-09-0291 \*\*\*\*\*

Customer sent the following -

Arizona Corporation Commission  
Consumer Services Section

Dear Corp. Commission

Regarding, the Coronado Utility's request for a 18% hike in sewer fees in San Manuel, AZ. It is my opinion this utility co. should be investigated by the AG's Office for fraud and corruption, I have never delt with a more inept utility. The prices they charge are way out of proportion now much less with an increase of 18% of there fee's.

Please refuse their request and start an audit and investigation of this so called utility.

Thank you

James Ulery  
Property Owner  
Voter, Citizen  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Date Completed:** 9/16/2009

**Opinion No.** 2009 - 81846

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